GOVERNMENT OF INDIA
RURAL DEVELOPMENT
LOK SABHA

UNSTARRED QUESTION NO:335
ANSWERED ON:17.11.2016
"Meri Sadak" Mobile App for PMGSY
Ranjan (Pappu Yadav) Shri Rajesh;Ranjan Smt. Ranjeet

Will the Minister of RURAL DEVELOPMENT be pleased to state:

(a) the number of citizens who have downloaded the "Meri Sadak" mobile app and number of them from rural areas of the country;

(b) whether the app is available in the regional languages and if so, the details thereof;

(c) the State-wise details on the number of complaints received through the app and the status of the same for the year 2015-16 and the current financial year;

(d) the details of the total cost incurred for the developing the app and the recurring cost of the same along with the total expenditure incurred on creating awareness for the "Meri Sadak" app during the said period;

(e) whether the advertisement campaign for creating awareness is being run in regional languages and if so, the details thereof and if not, the reasons therefor; and

(f) whether the Ministry proposes to incorporate the process of social audit under the guidelines of the PMGSY as recommended by CAG and if so, the details thereof and if not, the reasons therefor?

Answer

MINISTER OF STATE IN THE MINISTRY OF RURAL DEVELOPMENT
(SHRI RAM KRIPAL YADAV)

(a): The "Meri Sadak" Mobile App (latest version "4.0") was launched on 20th July, 2015 for Citizens Feedback System for PMGSY Roads. Meri Sadak mobile application enables citizens to submit their feedback/complaints related to pace of construction, abandoned works, quality of work of PMGSY roads. The State Quality Coordinator (SQC), in each State, has been designated as the Nodal Officer to handle and redress such grievances. As on 11.11.2016, 6,04,351 persons have downloaded 'Meri Sadak' Mobile App.

(b): No Sir. there is no such provision available at present.

(c): The number of complaints received during 2015-16 is 4,228 and 40,495 during 2016-17. The State-wise details are at Annexure-I & II.

(d)&(e): The total cost incurred on development of 'Meri Sadak' Mobile App is Rs.7,17,000/-(Rupees Seven lakh seventeen thousand only) inclusive of all applicable charges. Integrated advertisement campaign of the Ministry which focus on programmes like MGNREGA, NRLM, SAGY, Rurban Mission, Ajeevika Mission, DDU-GKY as well as Meri Sadak App, have been run on various media vehicles, such as:

i. Printing Messages on the Railway Tickets

ii. Printing messages on the back side of the Access cards at pilgrim Destinations (Hindi, English & Telugu languages.

iii. Doordarshan and regional kendras and kissan channels.

iv. IRCTC Railway Catering products

v. Digital cinema

vi. FM Channels

vii. C&S Channels

An amount of Rs.104,69,97,356 (approximately) has been spent on the above programmes of the Ministry, including the publicity on Meri Sadak App. during the financial year 2016-17.

(f): A pilot project for social audit of rural roads under PMGSY, aimed at:

i. Conceptualization and exploration of Citizen Monitoring of road works under PMGSY.

ii. Development and trial of monitoring quality and testing equipment kit,

has been completed. This pilot-project covered, three States namely, Jharkhand, Meghalaya and Rajasthan. This was further extended to the States of Assam, Karnataka, Odisha and Uttarakhand under Phase-II of the pilot project. The final report of the project has been received and shared with all the 7 States with the request to adopt the system of social audit of PMGSY roads by using "citizen monitors".

****